

Easterling, Deborah

230893

From: Easterling, Deborah
Sent: Wednesday, July 13, 2011 2:43 PM
To: 'Barbara Summers'
Cc: 'jross@regstaff.sc.gov'; 'Rogers, Stacy'; 'Sharpe, April'
Subject: RE: Why?);

Dear Ms. Summers:

This is to acknowledge receipt of your email to our PSC Website Comments regarding AT&T and Carolina Water Service, Inc.

I am forwarding your email to our Clerk's Office for processing and to the Office of Regulatory Staff for response.

Our Clerk's office will post your email to Docket No. 2011-47-WS - Application of Carolina Water Service, Incorporated for Approval of an Increase in Its Rates for Water and Sewer Services Provided to All of Its Service Areas in South Carolina. Your email will be posted on our website under this docket.

In March 2004 the General Assembly enacted legislation which created the Office of Regulatory Staff. As a result of that legislation, effective January of 2005 the Public Service Commission took on an exclusively quasi-judicial role. All resources for the investigation and resolution of consumer inquiries and complaints were assigned to the Office of Regulatory Staff.

In an attempt to informally resolve your concern with AT&T, I am forwarding your email to that Agency's Consumer Services Department for handling.

If attempts to resolve the complaint are unsuccessful and you wish to file a formal complaint with the Commission, the PSC Complaint Form can be found on the Commission's webpage at www.psc.sc.gov/forms.asp. I have also enclosed a copy of the form.

Please let me know if you should require any additional information.

Sincerely,
Deborah Easterling

From: Barbara Summers [<mailto:no1bum@aol.com>]
Sent: Monday, July 11, 2011 1:07 PM
To: Contact
Subject: Why?);

You are not taking very good care of us seniors. I just had to cancel my home land line with att because they were starting to charge over 4.60 for long distance every month because you don't use it! How? Why? I had it dropped down to an amount I could manage and then this? And the county property tax increase and the Water company wanting an 80% increase??? Why??? I get fixed amount from soc sec and the govt isn't saying it will be there. I am 72 years old and the total adjusted income for me last year was a little under 6,000.00. I don't even know if I qualify for anything since I own my home and 2 cars, 8 years old...but for gosh sakes, can't you take care of us better than that? Please.

**Barbara Summers
Sparrow Pointe Rd.**

Lexington SC
803.....thats right, I don't have a home phone.